



## **SUPPLY-SERVICES BUILDING Emergency Policy and Procedures Manual**

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### **INTRODUCTION**

The intent of the Supply-Services Building (SSB) Emergency Policy and Procedures Manual is to outline action to be taken by employees, students and visitors in the event of an emergency. The written plan reflects the philosophy that people are more important than objects and that it is better to save lives, not things.

### **IMMEDIATE DISASTER RESPONSE**

#### **Reporting an Emergency by Telephone**

1. Emergencies should be reported to WKU Police by dialing **911**. If for some reason WKU Police cannot be reached, off campus authorities can be reached by dialing **911** from cell or pay phones. Non-emergency incidents should be reported to WKU Police at 52548. In the event that the phone lines are down, a cell phone, 2-way radio (if available) or a runner should be used to make contact with emergency authorities.
2. Any employee can make an emergency call. Notify the Building Coordinator at 54239 immediately after the call is made.
3. Stay calm and speak clearly.
4. Identify yourself.
5. State the location and nature of the emergency.
6. Stay on the telephone until told to hang up; the Police may ask for additional information.

#### **General Emergency Evacuation Procedures**

1. Evacuation occurs when the fire alarm is activated. Emergency announcements and the call to evacuate can also be communicated by telephone and word of mouth.

2. Make a quick survey of your area for people left in the building unless doing so poses a threat to your personal safety.
3. If individuals are injured, note their location and go for help. Inform the authorities immediately. Do NOT attempt to move seriously injured persons unless they are in obvious, immediate danger from fire, building collapse, etc.
4. Take the quickest, safest route to the outside. ***Take personal items such as backpacks, keys and purses with you.***
5. Do NOT stop to turn off lights or lock doors.
6. Do NOT use the elevator. Use stairs.
7. Once outside, go to the **outdoor emergency assembly area located in the front parking lot on the University Boulevard side of the building.**
8. Floor Marshals will check assigned areas to be sure that no one is left in the building (see Duty Roster). They will report to the Building Coordinator at the outdoor emergency assembly area.
9. Only the Building Coordinator is allowed in the building until WKU Police give the all clear.
10. Building Coordinator will work with authorities supplying them with information about the emergency, building personnel and the physical facility, including the fact that there are hazardous chemicals for campus use stored in the basement and a hazardous waste building (which is explosion proof) located within 25 – 30 feet of SSB. Designated backup personnel perform these duties if the Building Coordinator is absent (see Duty Roster).

## Alarms

1. The fire alarm is a blaring continuous alarm. Evacuate the building and proceed to the **outdoor emergency assembly area located in the front parking lot on the University Boulevard side of the building.**
2. The Community Outdoor Warning System (C.O.W.S.) siren is an intermittent wail of 3-minute duration. Proceed to the **designated indoor safe area located in the basement.** The all-clear signal is a steady tone of 3-minute duration.
3. The Community Activated Lifesaving Voice Emergency System (C.A.L.V.E.S.) is an indoor warning system that announces an approaching tornado, other threatening weather or emergency situation by an intermittent tone or voice communication. It is linked to the weather radio station for continuous weather updates. It is located in room 112.

## Bomb Threat

### Bomb threat by telephone

1. Keep person on the telephone as long as possible.
2. If you have caller ID make a note of the phone number shown.
3. Get as much information as possible using bomb threat checklist (Appendix B). Note background noises.
4. Call WKU Police at **911**.
5. Notify the Building Coordinator at 54239.
6. The decision to evacuate the building will be made by the senior WKU Police Department supervisor, in conjunction with the Provost and the Vice President of Student Affairs and Campus Services, if available, based on available information.

If evacuation is necessary, WKU Police will activate the fire alarm.

1. Move calmly out of the building. ***Take personal items such as backpacks, keys and purses with you.***
2. Do NOT stop to lock doors.
3. Do NOT turn light switches on or off or use cell phones.
4. Note strange or unusual items as you evacuate but do not touch them.
5. Report unfamiliar items to WKU Police.
6. Gather at the **outdoor emergency assembly area located in the front parking lot on the University Boulevard side of the building.**
7. Floor Marshals will check assigned areas to make sure all occupants have left the building and will report to the Building Coordinator.
8. WKU Police and trained volunteers will search the building.

### Bomb threat by card or letter

1. Allow no one to touch the item. Do not handle it any more than necessary. It should be considered criminal evidence.
2. Write down information about its receipt.
3. Call WKU Police at **911**.

### Suspicious letter, package, abandoned backpack, briefcase etc.

1. Do NOT touch the item. If you have already handled the item do not handle further.

2. Isolate the item. Leave the immediate area and alert others to do the same.
3. Make a note of any identifiers (name, return address, postmark etc.)
4. Call WKU Police at **911**.

## **Evacuation of Physically Challenged Persons**

The Floor Marshals will be responsible for assisting physically challenged occupants to evacuate the building using the handicap ramp at the front door of the building. The following guidelines may be useful when aiding the physically challenged:

1. Identify yourself to the disabled person.
2. Briefly explain evacuation procedures
3. Take the person to the nearest exit and go to the **outdoor emergency assembly area located in the front parking lot on the University Boulevard side of the building.**
4. Stay with the person to assist as needed;
5. Untrained personnel should not attempt to carry disabled persons. Trained professionals (Bowling Green Fire Department) should conduct stairway evacuation of wheelchair users.
6. If unable to assist him/her to exit the building or reach the emergency assembly area, instruct another Floor Marshal to alert the Building Coordinator and emergency services personnel immediately.

## **Earthquake**

### **Indoors**

1. Stay calm. Earthquakes may last from a few seconds to a few minutes.
2. Do NOT evacuate the building during a tremor.
3. Seek shelter under a desk or table, in a supported doorway or along an inside wall, or kneel and cover head with hands.
4. Stay away from glass.
5. When tremor stops, make a quick survey for injured people unless doing so poses a threat to your personal safety.
6. If individuals are injured, note their location and go for help. Inform emergency personnel immediately. Do NOT attempt to move seriously injured persons unless they are in obvious, immediate danger from fire, building collapse, etc.
7. After shocks may occur. Be prepared to take cover again. Open doors carefully and watch for falling objects.

8. Do NOT smoke, light matches or use electricity.
9. Do NOT stop to turn off lights or lock doors.
10. Evacuation of the building after a tremor will not be automatic. The dangers outside may be worse than those inside the building. The Building Coordinator and emergency services personnel will assess the situation. If the decision is made to evacuate, the fire alarm will be activated and building personnel will be directed to a safe, open area outdoors.

## **Outdoors**

1. If outdoors when the tremor begins, lie down or crouch low to the ground.
2. Move to an open area away from buildings and overhead power lines.

## **Electrical Power Failure**

1. There is no emergency generator in this building. Flashlights are located in rooms 111 and 114. Building occupants should proceed to the conference room or the front lobby where there are windows for daylight.
2. Do NOT use the elevator in an emergency when power might fail.
3. The Building Coordinator will report power outage to Facilities Management at 53253 to ask the nature of the outage and how long the power will be off.
4. The Building Coordinator will determine whether to close the building or to remain open. If the Building Coordinator is absent the Director of Purchasing will make the decision.

## **Elevator Entrapment**

1. Stay calm. Press the emergency button, which will sound an audible alarm.
2. If the audible alarm is activated the Building Coordinator will report entrapment to Facilities Management at 53253 or WKU Police 52548.

## Fire

1. If you see smoke or fire, pull the fire alarm, call WKU Police at **911** and evacuate the building following general evacuation procedures.
2. If you hear the alarm, evacuate the building. ***Take personal items such as backpacks, keys and purses with you.***
3. Make a quick survey of your area for people left in the building unless doing so poses a threat to your personal safety.
4. Move calmly but quickly. If smoke is present, keep low to the floor. Feel closed doors before opening. If hot, leave door closed and take another route.
5. Do NOT stop to lock doors.
6. Do NOT use the elevator. Use stairs.
7. Do not place yourself in danger by trying to fight a fire that might get out of control.
8. Gather at the **outdoor emergency assembly area located in the front parking lot on the University Boulevard side of the building.**
9. Floor Marshals check assigned areas to make sure all occupants have left the building and report to the Building Coordinator.
10. Building Coordinator works with authorities supplying them with pertinent information about the emergency, building personnel and the physical facility, including the location of hazardous chemicals for campus use stored in the basement. A hazardous waste building (which is explosion proof) is located within 25 – 30 feet of SSB. Designated backup personnel perform these duties if the Building Coordinator is absent (see Duty Roster).

## Flooding/Water Leakage

1. Remember that wet surfaces are dangerous and slippery.
2. Stay clear of electrical cords and equipment.
3. During regular business hours report the incident to Facilities Management at 53253. After regular business hours call WKU Police at 52548.

## **Medical Emergency**

### **Life-Threatening**

1. Call WKU Police at **911** and briefly explain the emergency, condition of the individual and location. WKU Police will call an ambulance.
2. Do not try to diagnose the problem.
3. Remain with the individual. Do NOT attempt to move seriously injured persons unless they are in obvious, immediate danger from fire, building collapse, etc.
4. Alert the Building Coordinator at 54239.
5. Instruct another staff member to meet the emergency team.
6. When in doubt, treat an emergency as life threatening.

### **First Aid:**

1. A first aid kit is located in room 108 in the supply cabinet.
2. Minor injuries can be treated at WKU Health Services in the Academic Complex.

### **Visitor Injury**

1. If a visitor is injured, offer to call WKU Police, 52548 to assist the injured party in receiving medical attention.
2. Ask the visitor if there is someone you may call (family, friend etc.) or assist him/her in making the call.
3. Encourage him/her to fill out a Personal Injury Incident Report Form which can be found at <http://www.wku.edu/Dept/Support/Legal/EHS/forms/sairform.htm>
4. The Building Coordinator's office will assist the visitor in filling out the form. Note witnesses to the incident.

### **Employee Injury**

1. Follow University procedures for reporting injuries.
2. An employee should always report any injury to his/her supervisor.
3. A report must be filed with Human Resources.
4. For minor injuries needing medical attention go to WKU Health Services in the Academic Complex.
5. If immediate medical attention is necessary, proceed to the emergency room or call WKU Police, who will call an ambulance.

## **Criminal Activity, Drugs/Alcohol/Psychiatric Emergency**

1. Do not confront the suspect. If you do talk with the person, stay calm and speak to him/her in a polite and respectful manner. This may help defuse a difficult situation.
2. Get physical descriptions of all participants.
3. Call WKU Police, **911**.
4. Leave the area if suspect becomes agitated or violent.
5. If the suspect leaves the building, note the direction taken.
6. Get vehicle description and license number if possible.

## **Minor Disturbance or Violation of Regulations**

1. Identify yourself and ask for identification. Stay calm and speak to the person in a polite and respectful manner.
2. If necessary, ask the person to leave the building.
3. If situation escalates, call WKU Police, **911**.

**Suspicious behavior:** Call WKU Police, 52548.

**After Hours:** The building is locked after normal business hours. If you enter the building after hours, sign the log located at the desk in the front lobby.

## **Sexual Assault**

### **If you are a sexual assault victim**

1. Seek help immediately.
2. Call WKU Police, **911**.
3. State your name, location and nature of the emergency.
4. Follow instructions of the authorities.

### **If someone else is a sexual assault victim**

1. Call WKU Police at **911**.
2. Stay with the victim.
3. If the victim can be moved, take the victim to a quiet place (preferably a private office) and wait until help arrives.
4. Ask the victim if there is someone you may call (family, friend, etc.) or assist the victim in making the call.

## Unusual Odors, Toxic Vapors, Hazardous Materials Release

### Unusual odors

1. Try to identify the source of any unusual odor.
2. If there are safety concerns, evacuate the area.
3. Call WKU Police at **911**.
4. Give specific information on problem, location, source and emergency medical needs.
5. If the situation is extremely threatening, activate the nearest fire alarm pull station and evacuate the building following general emergency evacuation procedures.

### Toxic Vapors/Fumes

#### **Note: Toxic vapors or fumes can be odorless.**

1. If building personnel are experiencing symptoms such as headaches, nausea, burning eyes, or breathing difficulty, evacuate the area and remove the victims to fresh air.
2. Call WKU Police at **911**.
3. Give specific information on the problem, location, source and emergency medical needs.
4. If the situation is extremely threatening, activate the nearest fire alarm pull station and evacuate the building.
5. Gather at the **outdoor emergency assembly area located in the front parking lot on the University Boulevard side of the building.**

## Hazardous Materials Release

### Large Spills Outside the Building (example: train derailment)

1. A large spill of hazardous materials outside will require the campus Crisis Management Team to decide how to respond based on available information. Building occupants may be required to **"SHELTER IN PLACE"**
  - a. Close all windows and doors.
  - b. Call Facilities Management at 53253 to arrange to have heating/cooling systems turned off if possible.
  - c. Everyone should move to the indoor safe space as designated by the Crisis Management Team according to the nature of the material or materials.
  - d. The Building Coordinator will monitor the situation and will keep building occupants informed.

- e. If a person becomes ill from the chemical release call **911** for medical assistance.
2. Building occupants may be required to evacuate the building. The campus Crisis Management Team will instruct building occupants to do one of the following based on available information:
  - a. Walk to an assembly area to be evacuated.
  - b. Walk or drive away from the area using specific travel directions.

### **Small spills inside the building**

1. Remove any affected persons from the area and flush clothing, skin or eyes with water.
2. Stay clear of the area. In case of vapors or fire hazard, evacuate the immediate area and block it off.
3. Call WKU Police at 52548 or 911.
4. Give specific information on problem, location, source and emergency medical needs.

### **Tornado/Severe Weather**

#### **Tornado Watch: Conditions are favorable for development of a Tornado**

#### **Tornado Warning: Tornado has been sighted in the area.**

1. If a tornado warning is issued, the indoor Community Activated Lifesaving Voice Emergency System (C.A.L.V.E.S.) will be activated. The unit is located in room 112. If a tornado warning is issued, office personnel will call the Building Coordinator who will alert the Floor Marshals. The Floor Marshals will verbally warn building occupants in their assigned areas and direct them to the designated tornado shelter.
2. If you hear a tornado warning (either through radio, television, visual observation, campus siren or other means) immediately notify the Building Coordinator at 54239 so that building personnel can be alerted.
3. Proceed to the **designated indoor safe area located in the basement.**
4. Use your judgment. If unable to reach designated areas, take cover in a structurally reinforced area such as interior corridors, restrooms or under stairwell.
5. Do NOT use the elevator. Use stairs.

6. Do NOT stop to lock doors
7. Avoid glass walls, partitions or windows and outside doors or walls.
8. Sit on the floor of the shelter area covering upper body and head with a jacket or heavy cloth and wait for the all-clear signal.
9. Listen for the all-clear campus siren and the radio for further announcements.
10. When the all-clear signal is given the Building Coordinator will notify building personnel.
11. In the event a tornado strikes, notify fire department at **911** immediately.
12. If the building is damaged evacuation may become necessary. Follow general emergency evacuation procedures.

## **TRAINING AND PREVENTION**

1. All SSB employees should become familiar with the emergency policies and procedures in this manual.
2. Supervisors will acquaint all new employees (including student workers) with emergency policies and procedures and give them this manual to read.
3. A copy of the manual will be kept in the break room 115 on the bulletin board. Floor Marshals will keep a copy handy for quick reference.
4. When placing an employee in an area of the building that is unfamiliar, supervisors should always point out designated evacuation routes, emergency exits and designated safe areas. Particular emphasis will be placed upon reporting an emergency, and indoor and outdoor designated safe spaces.
5. Employees should be aware of work environments and report any unsafe areas to the Building Coordinator.
6. Keep pathways to evacuation routes clear of clutter. Ask yourself, could you make it out of your office blindfolded?

## **FIRE EXTINGUISHER USE**

Only persons who have been trained in fire extinguisher use and the hazards involved should attempt to use a fire extinguisher to fight a fire. This training is available from the WKU Department of

Environmental Health and Safety. Call 52931 to schedule fire extinguisher training.

After calling the Fire Department, use a fire extinguisher according to the following guidelines:

1. Make sure the fire extinguisher is charged.
2. Use the correct fire extinguisher. Become familiar with the type of fire extinguishers located in your area.
3. Fires are categorized into:
  - CLASS A FIRES – paper, trash, wood, cloth, etc.
  - CLASS B FIRES – burning liquid such as oils, paints and gasoline
  - CLASS C FIRES – electrical fires such as burning wires, switches, machinery, computers and photocopiers.
4. Only attempt to use a fire extinguisher if you feel certain you can extinguish the fire. Do NOT try to put out a fire larger than a wastebasket.
5. If uncertain, pull fire alarm and evacuate the building.
6. Remember the basics of using a fire extinguisher.

## **P.A.S.S.**

**P**ull the safety pin at the top of the extinguisher

**A**im the nozzle, horn or hose at the base of the flames

**S**queeze or press the handle

**S**weep from side to side at the base of the fire until it goes out

7. Keep near the door when using the fire extinguisher. Always stay between the fire and an exit.
8. If the fire becomes larger, get out!

## **DEFINITIONS**

**C.A.L.V.E.S.** - The Community Activated Lifesaving Voice Emergency System is an indoor warning system provided to many buildings on campus by the Bowling Green Warren County Emergency Management office. When a tornado is approaching a siren will sound and the nature of the emergency will be announced. The unit is in room 112.

**C.O.W.S.** - The large siren on top of Academic Complex is part of the Community Outdoor Warning System in Warren County. It sounds when a tornado is approaching.

**Designated indoor safe area (Tornado Shelter)** - This has been designated as the safest place to be in the building during a tornado. **The safe area in SSB is the basement.**

**Emergency services personnel** - Depending on the emergency this could refer to the fire department, police, paramedics, the bomb squad, and/or Department of Emergency Services.

**Evacuation** - A serious emergency exists. Leave the building and go to the outdoor emergency assembly.

**Outdoor emergency assembly area** - An area outdoors designated for building occupants to gather after evacuating the building to await further instructions from emergency services - **front parking lot on the University Boulevard side of the building.**

**P.A.S.S.** - When using a fire extinguisher: **P**ull the pin, **A**im the hose, **S**queeze or press the handle, and **S**weep from side to side at the base of the fire until it goes out.

**Shelter in place** - In the event of a large chemical spill or a biological weapons attack, the safest course of action may be to "shelter in place". Close all windows and doors, arrange to get HVAC systems turned off, and remain in the indoor safe area for further instructions.

**Tornado Warning** - A tornado has been sighted in the area. Go to the tornado shelter immediately.

**Tornado Watch** - Conditions are favorable for development of a tornado.

## **DUTY ROSTER**

### **EMERGENCY CONTACT**

Warren Whitfield  
Room 111, ext. 54239

### **BACKUP EMERGENCY CONTACT**

Ken Baushke  
Room 102, ext. 53058

## **SSB FLOOR MARSHALS**

**Basement Floor Team** – Tommy Long, **Backup** –

**1<sup>st</sup> Floor Team** – Johnalma Barnett, Warren Whitfield  
**Backup** – Kyle Ogles, Ken Baushke

**2<sup>nd</sup> Floor Team** – Ron Slavic, **Backup** – Warren Whitfield

## DUTIES OF FLOOR MARSHALS

- Be familiar with the building layout and emergency evacuation procedures.
- Know how to contact the Building Coordinator. Keep emergency numbers by your phone.
- When you hear an alarm go to the assigned meeting place on your floor and begin your sweep of the area.
- Check all main areas on the floor including computer labs and lounges to make sure all occupants have left the building.
- Communicate to the building occupants:
  - \*The nature of the emergency, the procedure to follow and where the safe area is located (either indoors or outdoors depending on the emergency)
  - \*To keep calm and to walk not run to the nearest exit
  - \*To take personal items with them such as backpacks, keys and purses
  - \*To use stairs not elevators
- Close doors if you have time but do not lock them.
- Assist the physically challenged to evacuate the building
- Do not stay in the building any longer than it is safe to do so.
- If you see anything suspicious, do not touch or disturb the item.
- Report any smoky areas, injured, physically challenged or other persons still in the building, unusual items, anything suspicious or any other pertinent information to the Building Coordinator.
- Do not allow anyone back in the building until the all clear has been given.

## EMERGENCY TELEPHONE NUMBERS

WKU Police Emergency	911
WKU Police Non-Emergency	745-2548 (on campus dial 52548)
Off Campus Authorities	911 from cell or pay phones
Emergency Maintenance	745-2549 (on campus dial 52549)
Facilities Management	745-3253 (on campus dial 53253)
SSB Building Coordinator Warren Whitfield	745-4239 (on campus dial 54239)
Back up Bldg. Coordinator Ken Baushke	745-3058 (on campus dial 53058)

## EMERGENCY SUPPLIES

<b>Supplies</b>	<b>Location</b>	<b>Maintained By</b>
C.A.L.V.E.S.	SSB room 112	
Flashlights	Room 111 Room 114	Warren Whitfield Ron Slavic
Radio (battery backup)	Room 111 Room 108 Room 107 Room 108 Lobby	Warren Whitfield Jenny Wallace Maxine Hardin  Jessie Wilson
First Aid Kit	108 supply cabinet	Warren Whitfield
Evacuation Plan	Room 115 bulletin board WKU Police WKU Environmental Health and Safety	

**Appendix A  
Supply-Services Building  
Floor Plans**

**There are currently no floor plans available for  
this building.**